

Service Definition

SIMS



Service definition: SIMS

Service description

Introduction to SIMS

A modern, cloud-based MIS for schools, MATs and local authorities

SIMS is a modern, cloud-based Management Information System designed to support the day-to-day running of schools, Multi-Academy Trusts and local authorities. It enables schools to track, manage and report on core academic and administrative data, supporting better outcomes and continuous improvement.

Building on over 40 years of experience in education, SIMS is trusted by thousands of schools across the UK and continues to evolve to meet the changing needs of the sector.

Designed for how schools work today

Our cloud-native SIMS product (sometimes referred to as SIMS Next Gen) represents a significant investment of over £50 million to deliver a simpler, smarter and more intuitive experience. Developed in close collaboration with educators, it brings key functionality together in one modern platform with clean screens, logical workflows and consistent navigation.

SIMS is accessible anytime, anywhere, on any device, with no reliance on local servers. This flexibility supports modern working practices and enables staff to access the information they need, when they need it.

Easy to use, inclusive and accessible

SIMS is designed to be easy to use for all school staff, regardless of role or technical background. Independent customer feedback shows that **94% of users say our cloud-native MIS is easy to use.**

The system is available in both English and Welsh, with a built-in language selector allowing users to switch seamlessly between languages. Accessibility and usability are built into the platform to support confident adoption across the whole school community.

Powerful insight with clear oversight

SIMS streamlines school operations by providing teachers, senior leaders and office staff with the tools and insights needed to manage a wide range of academic and administrative tasks efficiently.

For MATs and local authorities, enhanced functionality provides clear, consistent insight across schools, supporting central oversight while allowing schools to retain autonomy. Reporting and analytics tools enable informed decision-making at both school and group level.

A connected ecosystem that works better together

SIMS integrates seamlessly with our wider portfolio of education solutions, creating a connected ecosystem that reduces duplication and improves data consistency. Deep integrations support joined-up workflows across engagement, payments, finance and catering, helping schools operate more efficiently.

Supporting products and packages include:

- **Engage** – parental engagement via Schoolcomms, enabling real-time visibility of attendance, behaviour and attainment
- **Pay** – payments via ParentPay, including cashless payments, SIMS Dinner Money and future meal registration functionality
- **Finance** – financial management via SIMS FMS, supporting budgeting, statutory reporting and financial planning
- **Catering** – kitchen, meal management and cashless catering solutions
- **Reading Cloud** – library and reading management solutions

Proven, scalable and built for the future

SIMS improves efficiency for schools and MATs while offering a reliable, scalable and flexible platform that grows with organisational needs. With a comprehensive packaged offer and continuous cloud-based updates, SIMS provides long-term value for money and a future-ready MIS that supports well-run schools.

“Analytics are standout features – providing SLT members with instant access to key insights, which is a huge win.”

Mike Hosty, Deanery High School

In summary, the following features are included in our **Optimise MIS** package.

Admissions

SIMS enables schools to record and manage all pre-admission learners in line with local policies. The Admissions module creates and manages admission groups by curriculum year and academic year. Each pre-admission student can be assigned an application status such as Applied, Offered, Accepted, Rejected, Reserved, Withdrawal, and later Admitted. Withdrawn applications can be removed according to retention policies.

SIMS MIS imports Admission Transfer Files (ATF) using the agreed specification. The import wizard validates addresses, assigns intake and curriculum groups, sets admission dates, and checks for new or duplicate records, including matching contacts to avoid duplication.

The MIS tracks all application status changes with timestamps and user details. Bulk processes support finalising offers, accepting applications, and admitting pupils to the school roll.

SIMS also imports and exports the latest Common Transfer File (CTF) format and updates promptly when the specifications change. The import wizard validates data and prevents duplicate records, ensuring an efficient and streamlined process.

Assessment

SIMS provides a robust, adaptable platform for managing assessment and student data, supporting a wide range of learning needs and enabling schools to capture comprehensive assessment information.



Assessment data integrates seamlessly with the SIMS MIS and our parental engagement solution Schoolcomms, giving staff and parents clear, actionable insight through reports, notifications, and student-teacher performance tracking.

The flexible assessment suite supports both formative and summative approaches, with integrated analytics that drive school improvement and inform curriculum development. Schools can tailor assessment models to meet local and national requirements, using either out-of-the-box marksheet resources or bespoke designs. Schools and MATs can create these themselves or they can be created with support from our Professional Services Consultants.

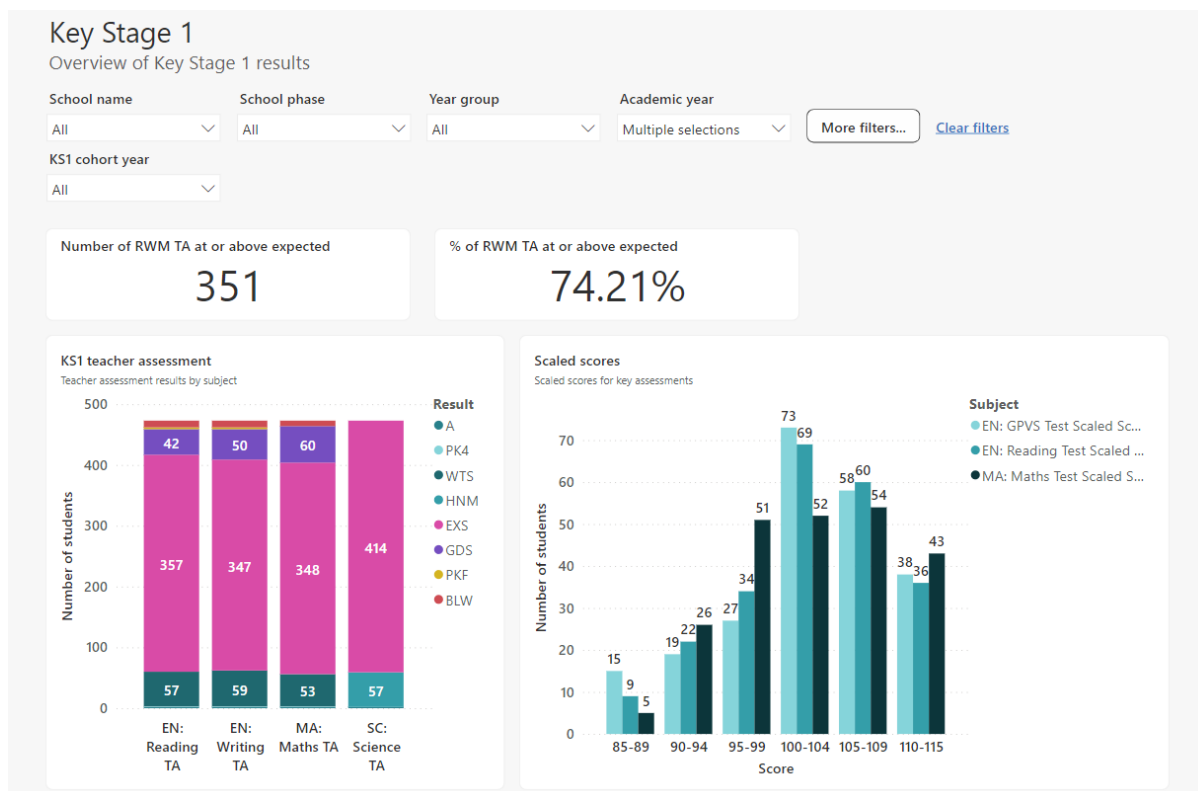
SIMS Marksheets enable accountability, progress monitoring, and efficient teacher data entry for all assessment types. They can incorporate marks, scores, grades, age-related expectations, and formulas for predictions and target tracking.

KS3 statutory data collection resources are provided annually, covering data capture, analysis, and reporting at individual, cohort, and national levels. Customisable templates allow schools to include attendance statistics, signature fields, exam results, learner details, and narrative sections for non-qualification subjects, ensuring clear and tailored progress summaries.

Teachers can collect data anytime, anywhere, using tablets, laptops, or mobile devices. This supports baseline assessments for new pupils, regular progress checkpoints such as half-termly or annual reviews, and ongoing teacher evaluations. Narrative next steps can be added at any point.

Powerful analysis tools, including conditional formatting, highlight group averages and curriculum coverage. Departmental reports group pupils by outcomes to support targeted intervention and next-step planning. Additional metrics can be generated for teacher accountability.

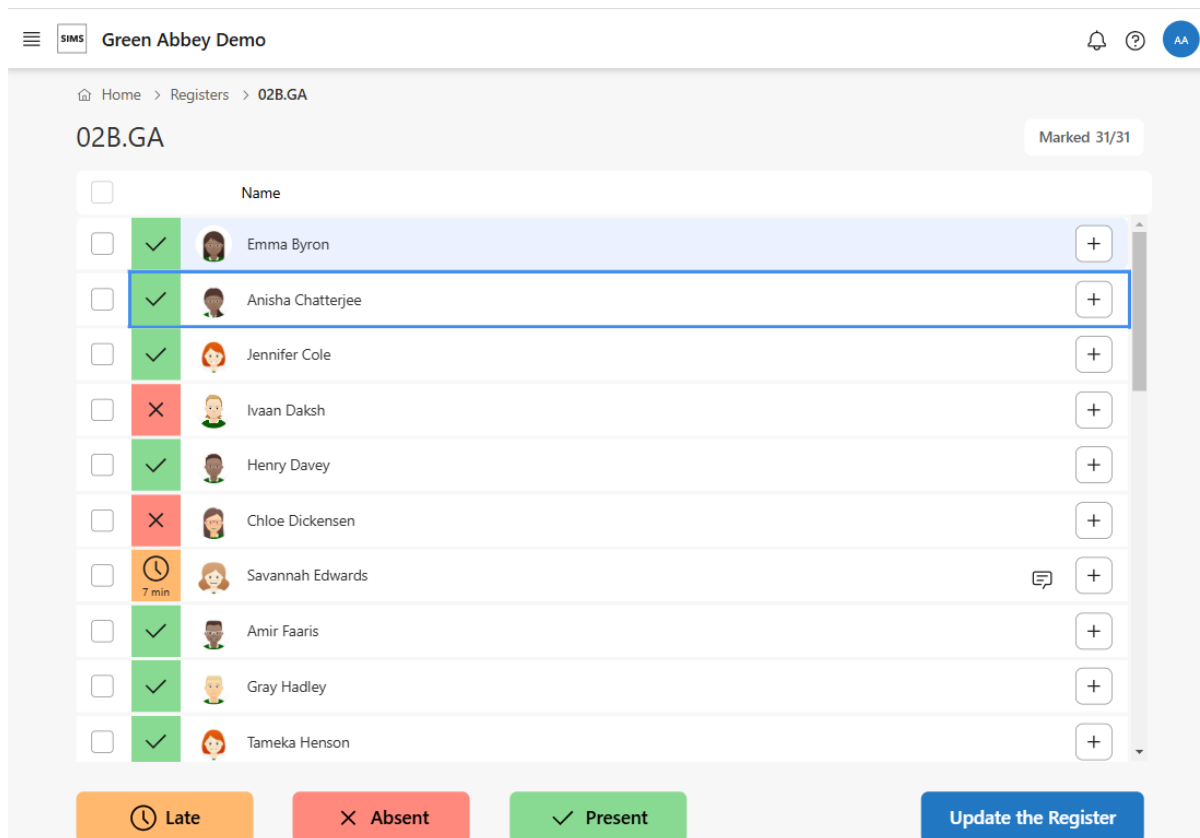
Please find below an example reporting dashboard for KS1:



Attendance

SIMS Attendance modules track and manages student attendance with statutory and lesson registers and Fire Registers, enabling real-time monitoring of live attendance data.

The SIMS interface is clear, simple and consistent, enabling teachers and administrators to complete tasks with confidence. Guided workflows and clean layouts support quick navigation. SIMS registers are device agnostic and optimised for phones and tablets, allowing staff to record attendance from any location. Please see below an example SIMS statutory register:



Name	Status	Action
Emma Byron	Present (✓)	+
Anisha Chatterjee	Present (✓)	+
Jennifer Cole	Present (✓)	+
Ivaan Daksh	Absent (✗)	+
Henry Davey	Present (✓)	+
Chloe Dickensen	Absent (✗)	+
Savannah Edwards	Late (⌚ 7 min)	+
Amir Faaris	Present (✓)	+
Gray Hadley	Present (✓)	+
Tameka Henson	Present (✓)	+

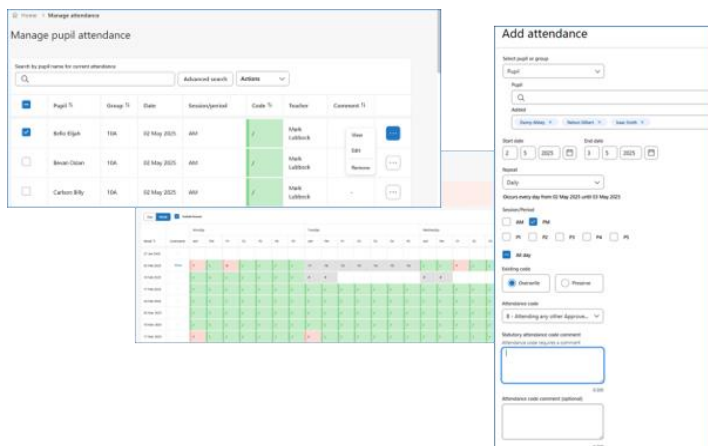
Buttons: Late, Absent, Present, Update the Register

Registers update instantly across all devices, allowing schools to identify issues as they occur. Real-time statutory and lesson level registration helps staff act quickly

The SIMS Optimise package includes essential parental engagement features such as attendance messaging.

SIMS Manage Attendance provides everything Attendance Managers need in one place with the functionality to:

- Enter attendance marks quickly for individual pupils or selected groups
- View untaken registers easily
- Identify pupils with missing marks quickly

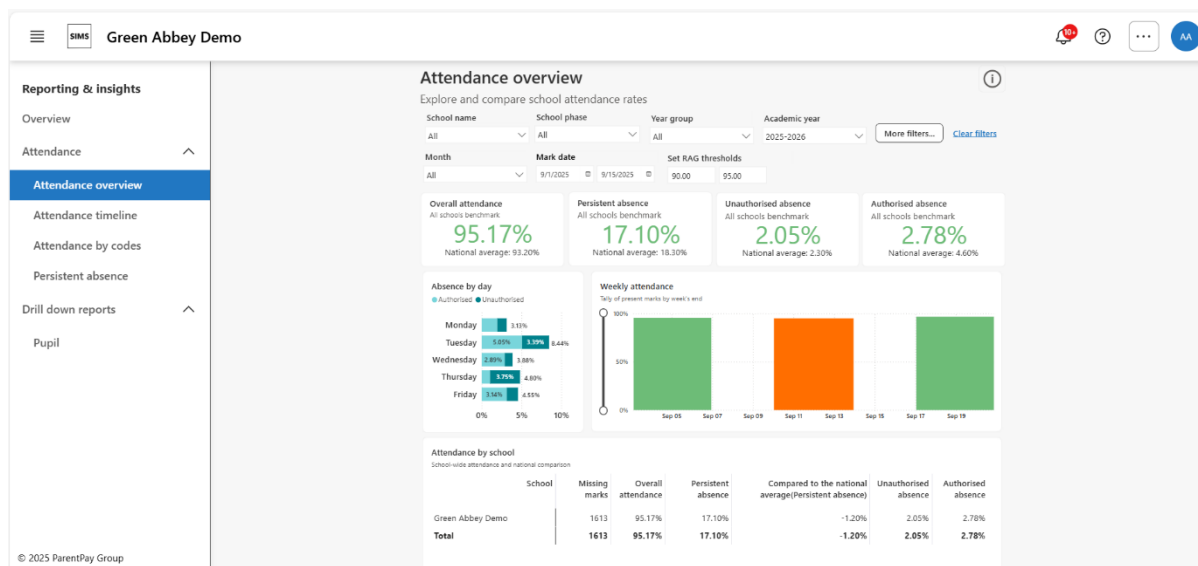


SIMS Attendance integrates seamlessly with the timetable, behaviour and attainment modules, giving a full view of each student. This supports joined up decision making and targeted support.

The SIMS Attendance solution provides a fully integrated set of tools that support schools in improving attendance and strengthening student outcomes. It operates across classroom, administrative and leadership views, giving all users clear, reliable and timely information.

Attendance Reporting

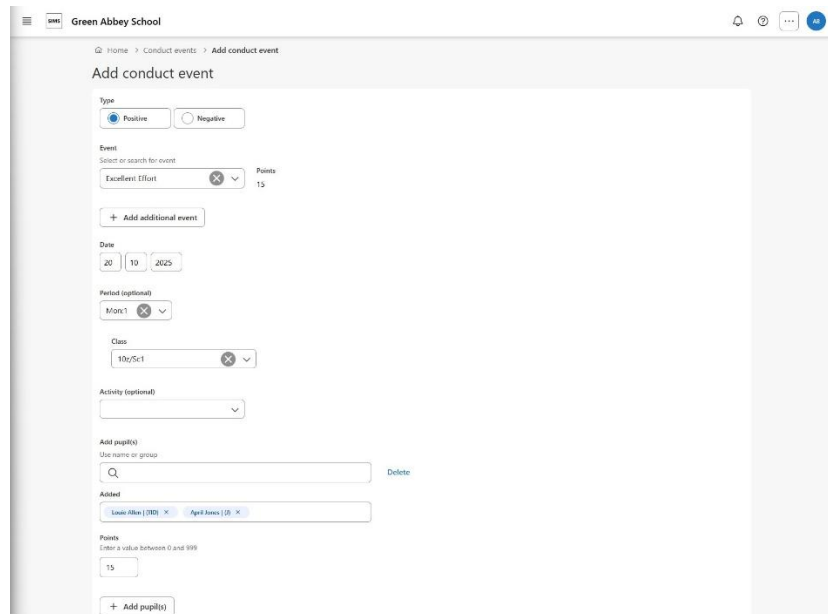
SIMS provides leaders with comprehensive, easy to interpret analytics. Dynamic dashboards highlight trends, patterns and areas of concern across cohorts, subjects and year groups and provides benchmarking against the latest published DfE statistics. Reports support detailed analysis of persistent absence, gradual decline or day specific patterns. Practical calculations, such as the number of days needed for a pupil to move out of persistent absentee status and offer actionable insights. Attendance data is viewed alongside behaviour and attainment to support evidence-based interventions



Conduct

SIMS Conduct provides a flexible, fully configurable framework that supports schools in implementing their unique behaviour policies while creating a positive learning environment.

Staff can quickly log positive and negative behaviour in multiple areas, including the Class View. Incidents can include descriptions, categories, severity or points, dates, times, locations, and all involved parties. Behaviour entries can be tailored to the severity of the event to ensure efficient, appropriate workflows.



The screenshot shows the 'Add conduct event' form in the SIMS system for Green Abbey School. The form is titled 'Add conduct event' and includes the following fields and options:

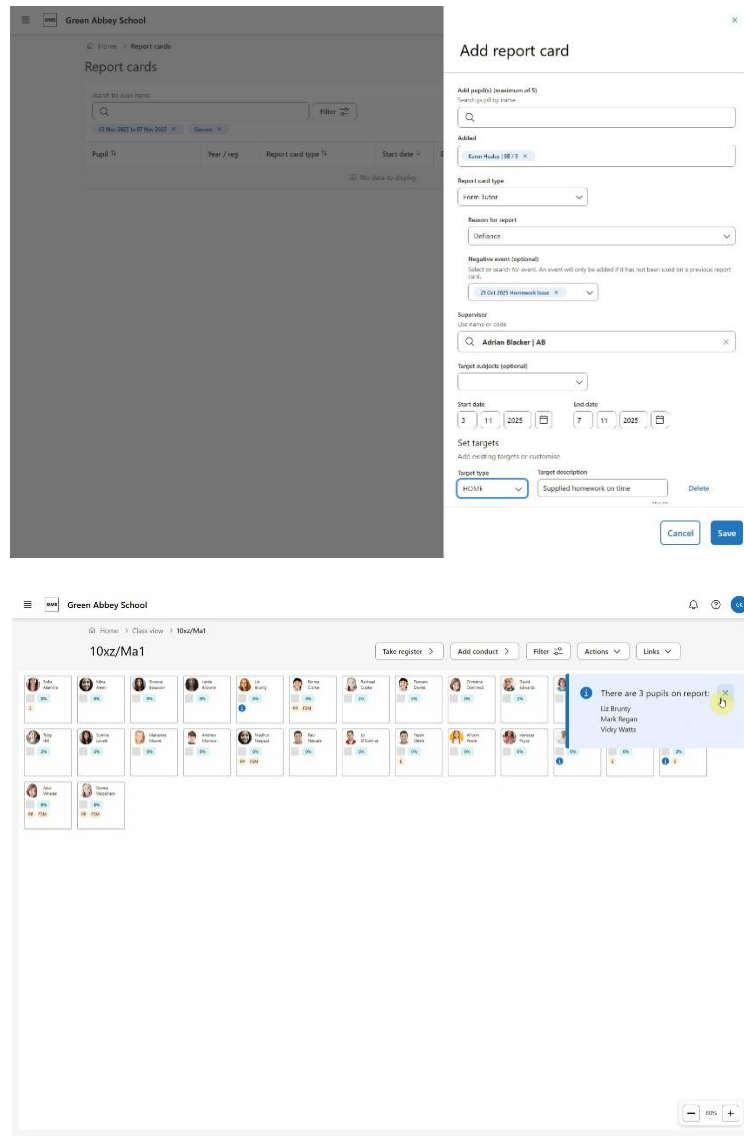
- Type:** Radio buttons for 'Positive' (selected) and 'Negative'.
- Event:** A dropdown menu showing 'Excellent Effort' with a 'Points' field next to it set to '15'. Below this is a button '+ Add additional event'.
- Date:** A date picker showing '20/10/2025'.
- Period (optional):** A dropdown menu showing 'Mon 1'.
- Class:** A dropdown menu showing '10Y/Sci 1'.
- Activity (optional):** A dropdown menu.
- Add pupil(s):** A section with a search bar 'Use name or group', a 'Delete' button, and a list of added pupils: 'Liam Allen (10Y)' and 'April Jones (10Y)'.
- Points:** A field with the value '15' and a note 'Enter a value between 0 and 999'. Below this is a button '+ Add pupil(s)'.

Bullying can be recorded as behaviour events with bullying categories, allowing schools to classify incidents and ensure appropriate follow-up actions are taken. Fields can be mandatory according to school policy.

Follow up actions can be logged, e.g., sanctions, report cards, physical restraint, rewards, and follow-up measures with configurable action types. Action dates and notes are recorded, enabling ongoing monitoring of intervention outcomes.

Schools can define detention types, timings, locations, and staff supervisors. Both scheduled and ad-hoc detention events can be created. Pupils can be allocated to a detention directly from a behaviour action, and staff can record attendance or non-attendance. For customers also using our Schoolcomms product, automated detention communication to parents can be sent via email, SMS, or in-app notification.

Digital Report cards can be configured via a school's sanction framework. Teachers can record daily/lesson-based notes on a digital report card (see below), which links directly to attendance, ensuring consistent visibility across staff teams. Report cards can be pastoral and used to gather information on an up-and-coming SEND/ALN review or for gathering observation information where there is a cause for concern.



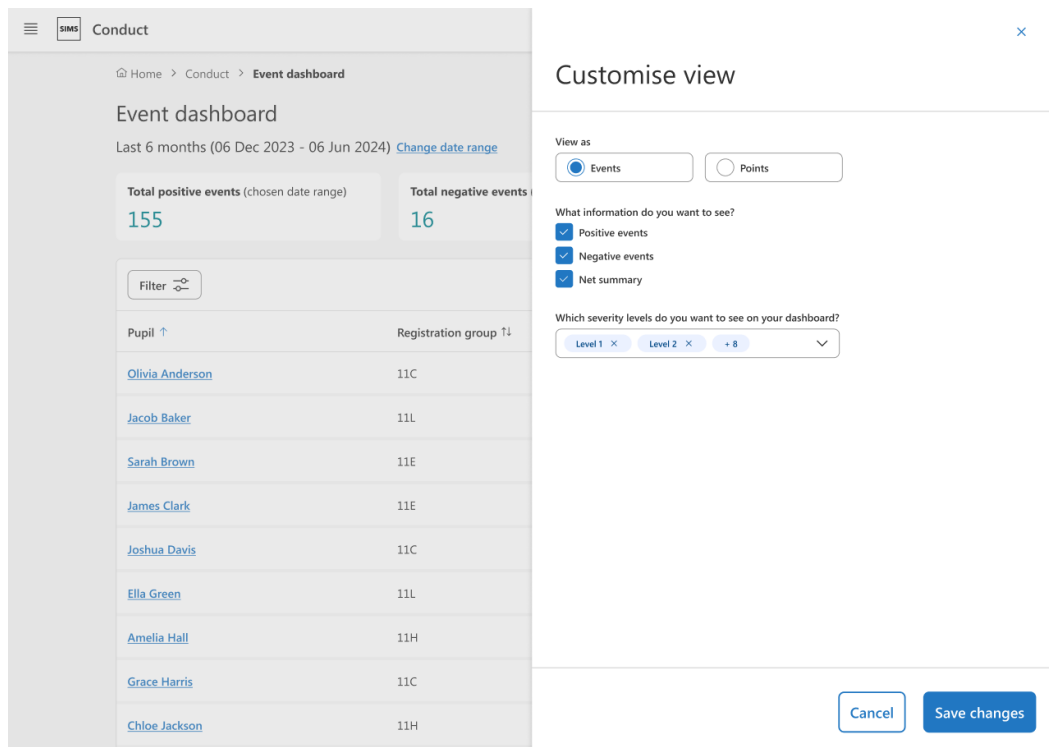
All behaviour settings, including incident types, severity levels, points, sanctions, rewards, and detention structures, are customisable. Schools can align the system with its unique behaviour policy and enable consistency across multi-school groups like the local authority or clusters.

Behaviour information can be captured, monitored, and reported at whole-school, year-group, class, user-defined group, and individual student levels. This supports targeted interventions, monitoring specific cohorts, and tracking individual student behaviour patterns.

For customers who are also using our sister Schoolcomms product automated notifications are sent to staff or parents when specific behaviour types or thresholds are met. Automated allocation of rewards, sanctions, and scheduled reporting streamlines workflows, reduces administration, ensuring timely intervention.

When used with our Schoolcomms solution, parents, carers and students can receive real-time updates on achievements, behaviour and detentions via email, SMS, or the Parent-App. The app/web portal also provides access to a student's behaviour history, supporting parental engagement.

Dashboards, reports, and custom analytics provide behaviour trends, incident types, timelines, and insights. These tools support early identification of patterns, and recurring issues, enabling data-driven decision-making and proactive intervention planning.



Behavioural data is securely stored within the platform, with strict role-based access controls. Schools can restrict access to sensitive actions like exclusions or detention management, ensuring only authorised staff can view or update.

Cover

The SIMS Cover module manages staff absences and automatically updates room changes so timetables remain accurate. It records all essential information for staff and cover management, and provides reporting on cover allocated per staff member, sessions completed, and the impact on classes and pupils.

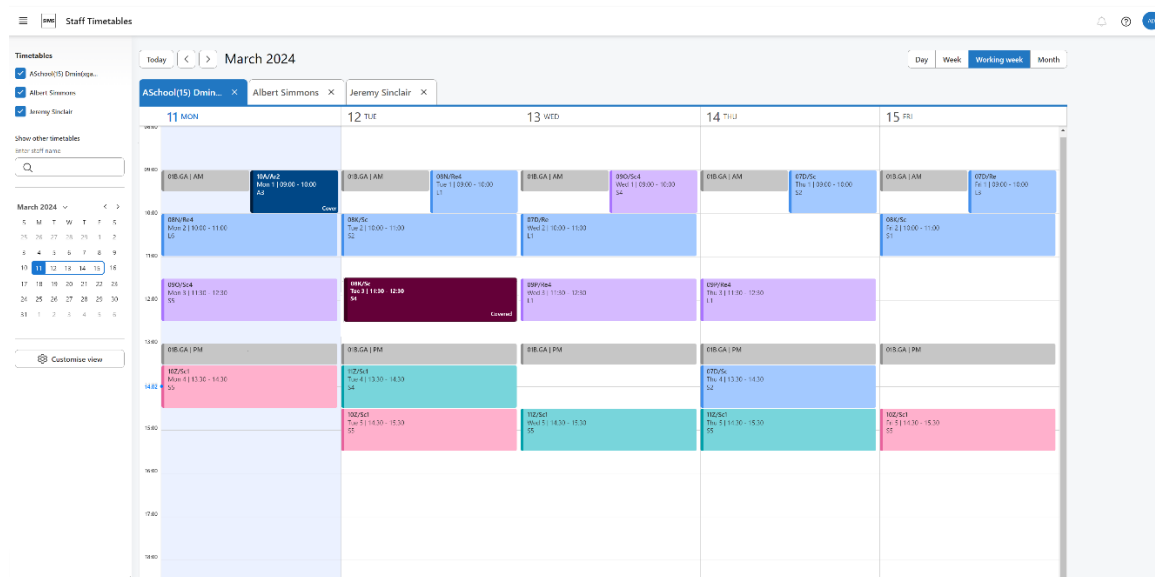
Cover can be assigned either automatically or manually to scheduled classes. Assignments can be made for single lessons or set to recur in the timetable. SIMS selects staff from the relevant department, from a wider list of available staff, prioritising those who are free or on the cover rota, or from supply staff.

Supply or agency staff can be booked for specific dates and times, including as placeholders when the individual is not yet confirmed. These staff can then be allocated automatically or manually to individual or recurring classes.

Reporting tools help schools analyse cover patterns, understand the impact on staff workload, assess the effect on classes and students, and monitor spending on supply and agency staff.

Classes normally taught by an absent teacher can be flagged as not requiring cover or merged with another class when appropriate.

Cover arrangements—including timetables and staff allocations—can be published as a web-viewable file or printed, giving managers and heads of department clear summaries of cover needs. Staff assigned to provide cover also receive relevant updates through their existing timetable and register views.



Exams

SIMS offers a comprehensive examinations management solution to streamline the Examination Process for schools and meet statutory requirements.

The SIMS platform integrates seamlessly with examination organisations, including the JCQ and other awarding bodies, to provide schools with accurate and current data.

Robust protocols safeguard sensitive information during interactions with awarding bodies and stakeholders ensure a secure exchange of data.

The SIMS Examinations module is flexible enough to create examination series for Non-JCQ exams, including:

- Entry creation
- Room assignment
- Seating plans
- Timetables
- Recording and distributing results

This functionality also supports domestic or mock examinations, giving candidates the same experience and information as external public exams.

SIMS Examinations integrates fully with SIMS information, including:

- SEND/ALN records for managing special arrangements such as extra time or rest breaks
- Curriculum Timetables and Course Membership for fast candidate assignment
- Pastoral Assignments for candidate management
- Assessments for deeper analysis
- Communication

For customers who also use our Schoolcomms product, SIMS generates reports for staff and candidates and can email examination-specific communications such as timetables, reminders, invigilation cover, and statements of results.

Tools for managing exam seasons, entries, seating plans, rooms, and invigilation schedules help schools optimise resources while meeting regulatory standards.

SIMS Examinations supports both external and domestic (mock) exam seasons, ensuring candidates experience the same reporting and processes as final examinations.

SIMS enables efficient entry of candidate details, management of special requirements, and tracking of performance indicators (PIs). Internal candidates can be assigned individually or in bulk by cohort membership (class, course, year group). External candidates outside the school population can be manually included, allowing schools to manage all exam processes for them, including fees reporting if charges apply.

A key requirement is clear information for exam teams on special arrangements for students with SEND/ALN needs. These requirements may include extra time, rest breaks, additional resources, fed directly from SIMS SEND/ALN records. To meet customer demand, we have introduced an enhanced Seating Plan Report, including a specialised invigilator version highlighting students with special access arrangements or additional time accommodations, ensuring seamless administration.

SIMS supports automatic importation of results from examination boards. Files are processed with built-in error checks, while automated PI processing generates detailed performance reports at cohort and individual levels. Results can be communicated to parents and students via email and apps.

A robust reporting suite offers certification broadsheets, candidate progress reports, and detailed subject/grade analyses. Reports can be generated as PDFs or exported to Excel, where conditional formatting enables customisable colour coding for clarity and organisation.

Comprehensive analysis applies current discounting and early entry rules to calculate PIs in line with Government standards, reducing manual effort. Pre-configured templates allow schools to generate detailed stakeholder reports quickly, ensuring consistent presentation.

SIMS includes a robust Embargo function that automatically locks examination seasons and restricts unauthorised access to results during embargo periods, ensuring confidentiality. Exceptions can be set up in advance based on dates and times, allowing staff access to results information before the required publishing time to complete processing.

Interventions

SIMS provides flexible intervention tools that allow schools to record, track and evaluate targeted support for pupils needing help beyond standard classroom provision.

Schools can log detailed information for individual or group interventions, including type, objectives, dates, frequency, duration and responsible staff. Structured records support accountability and consistent delivery.

Each intervention can include defined outcomes such as academic, behavioural, attendance or social-emotional goals. Progress is monitored throughout, enabling schools to judge effectiveness and decide whether to continue, adjust or end the intervention.

Schools can record each intervention session, including attendance, activities, observations and progress notes. This supports monitoring of delivery quality and informs ongoing adjustments.

Interventions record which staff provide support and which pupils receive it. Multiple staff can deliver team-based interventions, and groups of pupils can participate while still tracking individual outcomes. Clear assignment supports accountability and workload planning.

Schools and groups can define their own intervention categories so recording matches real support such as literacy, numeracy, behaviour, social skills or therapy.

Progress is monitored through assessments, attendance and behaviour data, comparing before and after to identify what works and guide resource decisions.

Staff time, resources and external costs can be logged to monitor budgets and ensure good value, especially for Pupil Premium spending.

Interventions link directly to academic, attendance and behaviour data, including SEND/ALN and IDP, enabling clear evaluation of impact across target and statutory areas.

Group or class interventions can be recorded once while still tracking individual pupil progress. Reviews document outcomes, decisions and closure reasons, ensuring interventions are evaluated properly. Interventions can be tied to funding sources for accountability and reporting.

Consent, updates and discussions with families can be recorded to evidence collaboration and parental engagement.

This functionality enables schools to record, track and evaluate targeted support, integrate key data, manage costs and funding, engage families and maintain long-term histories, ensuring effective, data-driven intervention management.

Pupil Profile

A simple and easy to use central hub, Pupil Profile provides easy access to clearly presented important pupil data you need at your fingertips. Robust permissions ensure the right people can access and edit sensitive information.

In addition to standard contact data, Pupil Profile provides the ability to record information on the pupil's home life, parental information and connections in school, such as full and part siblings and any communications in relation to the pupil.

Consents can be recorded, including who has permission to pick up and information on court orders in force and social worker details.

Pupil Profile also records key SEND / ALN and medical information and GP contacts, as well as EAL and identity preferences. The Pupil Overview provides an at a glance snapshot all the key data.

Pupil profile

Search for Pupil, eg. Ben Abbott

Vincent Bateman (H/H/H/H/H)

AM  Legally known as Vincent Harvey Smith EAL PP Social Worker

Class: 6 / 6KH Date of Birth: 23rd Jan 2012 (11 Years, 11 Months) Email ID: Bateman@example.com

Needs extra support due to being a new English speaker (Updated 06th Jan 2024)

Basic Details

Contact Information

Pupil Premium

EAL

Funding

Funding received for previous year: No [Edit](#)

Funding eligible for current year: Yes

Funding history No information

Type

Free school meals [Eligible this year](#) [Edit](#)

Start date	End date
01 Aug 2023	-

Review date: 01 Aug 2025

Ever 6: Yes

Looked after child No information

Post looked after child (Updating PLAC here does not update the census in SIMS 7) [Edit](#)

Ever in care: No

Start date	End date	Post looked after arrangements	Evidence obtained
01 Jan 2023	08 Aug 2023	Child arrangement order (CAO) from England and Wales	Yes

Service child [Eligible this year](#) [Edit](#)

Service child in education: No

End date: 26 Jun 2023

Source: Provided by the parent

Ever 6 service child: Yes

Impact of concerns

Assessment date	Moving schools	Deployment	Separation	Details
15 May 2023	None	None	None	324 23
01 Jan 2023	Academic and emotional	Academic	Emotional	Test 123 @324 324%55%*54@

Reporting

SIMS Next Gen offers a wide range of reporting at school, MAT and Local Authority level.

School level reporting includes, but is not limited to the following reports:

- Pupil insights - attendance, demographics, SEND / ALN, suspensions and exclusions, conduct, assessment, key attributes and pupil support funding.
- Staff Insights - including staff demographics, staff drill down, ICFP, gender pay gap, staff turnover, staff absence overview/breakdown
- Attendance insights - attendance trends, patterns and areas of concern across cohorts, subjects and year groups and provides benchmarking against the latest published DfE statistics. Detailed analysis of persistent absence, gradual decline or day specific patterns. Practical calculations, such as the number of days needed for a pupil to move out of persistent absentee status, offer actionable insights.

The reports can be drilled to pupil and staff level to provide detailed information and help identify the need type per individual.

The latest report suite in SIMS offers a number of benefits to users:

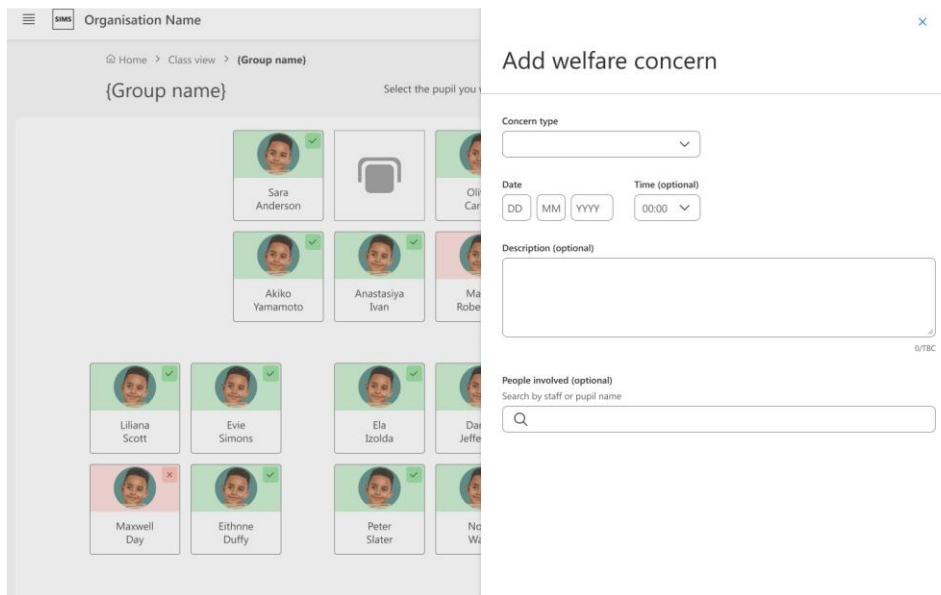
- Presents trends through interactive graphs, charts, and figures
- Allow real-time filtering for accessibility and decision-making
- Benchmarking against the latest published DfE data
- Quicker access to patterns and trends
- Excel export functionality
- Fast loading times
- Tailored reporting (e.g., by age group, date range)
- Enhanced filters, including SEND / ALN codes
- 'i' icon that provides context for how calculations are made Assessment Reporting: Assessments and profiles, performance analysis and examinations

Our reporting suite continues to evolve with new reports added regularly.

Safeguarding

SIMS includes safeguarding tools to supports schools in ensuring the safety and wellbeing of their students. By streamlining information and focusing on the whole child, SIMS strengthens safeguarding practices and drives improved outcomes for pupils across all aspects of school life.

School staff can add Welfare Concerns to build a full picture of the pupil and ensure Safeguarding concerns are not missed.



The screenshot displays the SIMS interface. On the left, a list of pupils is shown with their names and profile pictures. On the right, a 'Add welfare concern' form is open. The form includes a 'Concern type' dropdown, a 'Date' field with DD, MM, and YYYY inputs, a 'Time (optional)' field with a 00:00 dropdown, a 'Description (optional)' text area, and a 'People involved (optional)' section with a search bar for staff or pupil names.

SIMS provides anywhere, anytime access to key information about pupil's details, contact records, court orders both in favour and against, pupil pick-up indicators on contacts, and if used by the school, pick-up passwords. The Pastoral Report card can also be used to monitor and track pupils with concerns on a lesson by lesson basis.

Robust permissions ensure the right people can access any concerns.

We also integrate with dedicated safeguarding solutions, including MyConcern and CPOMS, which focus on detailed incident management.

Special educational needs (SEN) / ALN

SIMS stores detailed information on a student's special needs status, including SEND codes E, N, and K, with explanatory need types and descriptions in the Basic SEND Details panel of the Student SEN details page. Student information can be entered under various headings, such as moderate learning difficulty or hearing impairment. Start/end dates for SEND codes, need types, and other SEND provisions are documented on the individual SEN record. Multiple need records and provisions can be recorded simultaneously, with a history maintained to reflect evolving needs over time.

The SEND log contains pinned notes, files, and URLs for additional information. For customers using Class View in our Schoolcomms product, records are pinned making them instantly accessible at a glance, aiding transparency. This ensures teachers covering a class or taking on a new class can quickly find the information needed to support students' needs. SEND / ALN status is reflected in teachers' My Markbook area when recording assessments and is also available in pupil reports.

[Home](#) >
 [Trail 1](#) >
 [Trail 2](#) >
 Trail 3

 Jon
 ✕

Jona Featherstone *(She/Her/Hers)*



Legally known as Jonnathan William Featherstonehaugh

Medical
PP

Class: **Year 3 / Elephant**
 Date of Birth: **12th Nov 2013** (8 years, 5 months)
 Email Id: jona.featherstone@domain.com

- Basic details
- Contact information
- Pupil premium
- EAL
- Medical
- School history
- Statutory SEND**
- Additional SEND

SEN details

[+ Add details](#)

SEN status	Start date ↑↓	End date ↑↓	State	
E - Education, health and care plan	8 Oct 2024		Current	...
I - School intervention	21 Sep 2023	7 Oct 2024	Past	
K - SEN support	19 Sep 2022	20 Sep 2023	Past	

Needs

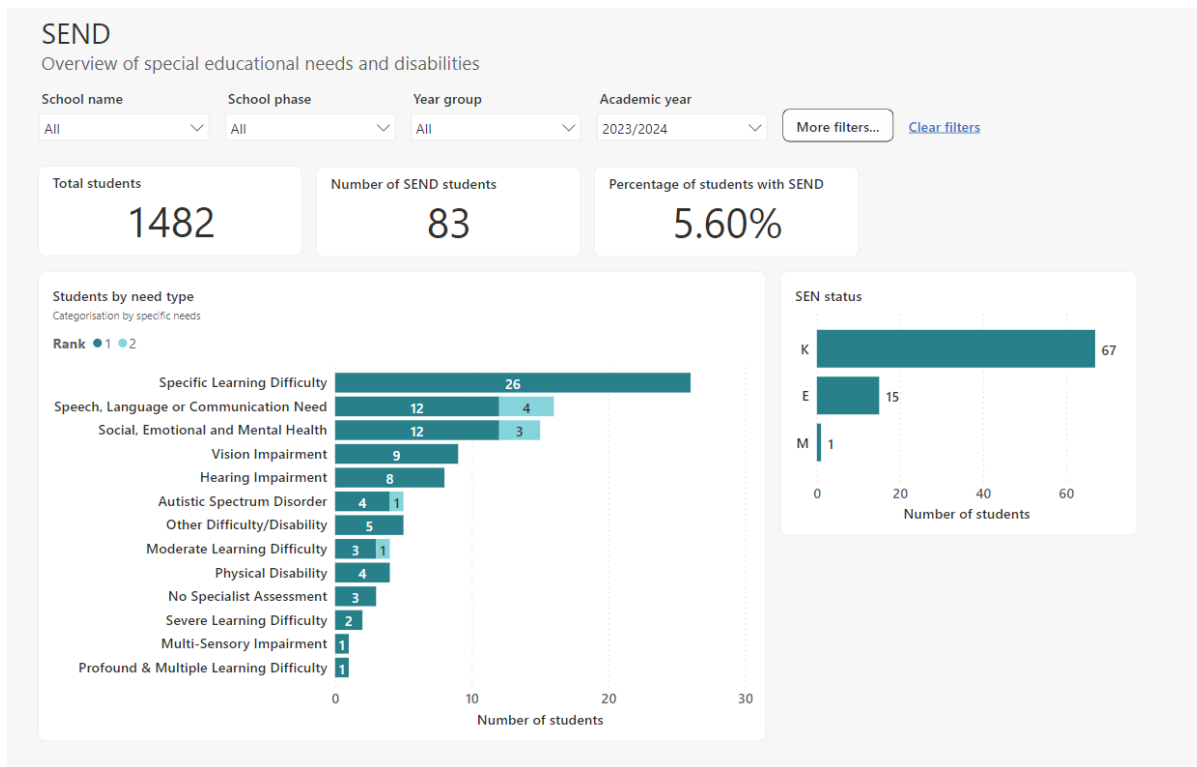
[+ Add need](#)

Rank	Need type	Start date ↑↓	End date ↑↓	State	
1	Vision impairment	8 Oct 2024		Current	...
-	Severe learning difficulty	21 Sep 2023	7 Oct 2024	Past	...
-	Hearing impairment	19 Sep 2022	20 Sep 2023	Past	...

Provision

[+ Add provision](#)

Provision type	Start date ↑↓	End date ↑↓	State	
Resourced provision	8 Oct 2024		Current	...
Time in SEN unit	21 Sep 2023	7 Oct 2024	Past	...
Resourced provision	19 Sep 2022	20 Sep 2023	Past	...



Staff Records

SIMS provides a comprehensive module to record important staff information such as personal information, training, development, timetables and absence.

Statutory Returns and Census:

All SIMS MIS features ensure schools meet all legal obligations now and, in the future, with no additional costs applying to meet statutory changes.

Our enhanced Census module provides the following:

- Access ALL sections of a return
- Keep up-to-date with notifications
- Track errors and queries
- Centralize notes and collaborate with colleagues
- Manage authorization steps

Pupils On-roll

This table contains basic information about your on-roll pupils, used for identifying key characteristics. Language codes here are used to identify pupils with English as an additional language which informs funding.

Total number of On-roll pupils: **1498**

[View all errors and queries \(288\)](#) [Group errors and queries](#)

Pupil name	Errors	Middle names	Preferred surname	Former surname	DOB	Date of entry	Sex	First language code	First language	Youth support service agreement	Enrolment status	Class type code	Part time	YTI	Reg	UIN	UPN	Former upn
AMON, Seathoun	View errors	-	SMITHSON	-	08 Mar 2009	02 Aug 2018	Male	Missing data	-	SNR	C	O	N	12	12G/GA	5142311344	R703952023001	V703952021001
ABBAS, Awan	-	-	ABBAS	-	11 Apr 2020	05 Aug 2024	Female	PNJ	Pargali	UNS	C	O	N	1	01B/GA	-	T823952024005	V823299920031
ABBOT, Benjamin	View errors	-	ABBOT	-	16 Oct 2008	29 Mar 2016	Male	ENG	English	Yes	M	O	N	12	12K/GA	Missing data	C823299913033	-
ABBOT, Clotilde	-	Ella	ABBOT	-	22 Jun 2013	05 Aug 2024	Female	ENG	English	UNS	C	O	N	8	08B/GA	-	J82044405032	-
Abbott, Ben	View errors	-	Abbott	-	16 Oct 2008	20 Jul 2025	Male	Missing data	-	Missing data	C	-	N	Missing data	-	Missing data	Missing data	-
ABDEKODER, Mohamed	-	-	ABDEKODER	-	15 Mar 2012	02 Aug 2023	Male	ENG	English	Yes	C	O	N	9	Special Gr	-	H82042103001	-
ABIRA, Shagabi	-	-	ABIRA	-	17 Dec 2013	02 Aug 2023	Male	MED	Macedonian	UNS	C	O	N	7	Special Gr	-	W823299916001	-
ABLE - IONG, Benjamin	-	Edward	ABLE	-	19 Feb 2013	05 Aug 2024	Male	ENG	English	UNS	C	O	N	8	08B/GA	-	V82044405031	B820442190146
ABRAMS, Sarah	-	-	ABRAMS	-	21 Sept 2014	21 Sept 2023	Female	ASA	Akan/Twi/Fante	UNS	C	O	N	6	Special Gr	-	Q70395202301A	-
ABRAMS, Paul	-	-	ABRAMS	-	15 Dec 2014	02 Aug 2018	Male	MED	Macedonian	UNS	C	O	N	6	Special Gr	-	P823299916001	-
ABRAMSON, Pauline	-	-	ABRAMSON	-	21 Dec 2014	20 Sept 2023	Female	ALB	Albanian/Shqip	UNS	C	O	N	6	Special Gr	-	F703952023002	-
Adeniyi, Mary	-	-	Adeniyi	-	08 Sept 2012	04 Aug 2025	Female	ENG	English	-	C	O	N	7	Special Gr	-	L820200100003	-
ACKROYD, Marcus	-	Philip	ACKROYD	-	21 Aug 2012	02 Aug 2023	Male	ENG	English	Yes	C	O	N	9	Special Gr	-	T820200100036	-
ACKTON, Simon	-	-	ACKTON	-	12 Dec 2016	02 Aug 2021	Male	MED	Macedonian	UNS	C	O	N	4	Special Gr	-	Z823299921021	-
ADAM, Briany	View errors	Rosa	ADAM	-	21 Mar 2011	02 Aug 2022	Female	MED	Macedonian	Yes	C	O	N	10	10D/GA	Missing data	L82042104002	-

1 2 3 4 5 ... 108

MATs and school groups can monitor Census progress across all schools within their trust and take timely, informed action through Group Hub (priced separately). They also benefit from streamlined access to historical Census, supporting effective audit management. Key features include:

- Access/View up-coming and historic returns
- Monitor Census progress across schools (Errors & queries)
- View detailed summary of errors & queries for each school
- Download census files
- Export census progress to Excel
- Add notes to historic census (e.g. DfE approval date and notes)
- Jump to school MIS to view census details


Group Hub

Home

Group Details

Cluster

Staff List

Pupil List

Census

Home > Census > **Autumn Census**

Autumn Census

Census date 02 Oct 2025, return by 29 Oct 2025

Authorised

1

Ready for

1

Search

School	Phase	Number of errors
Cheshire Academy	Primary	
Green Abbey School	Secondary	
Text	Text	
Text	Text	

Errors and queries

Green Abbey School [Go to school SIMS](#)

[Export](#)

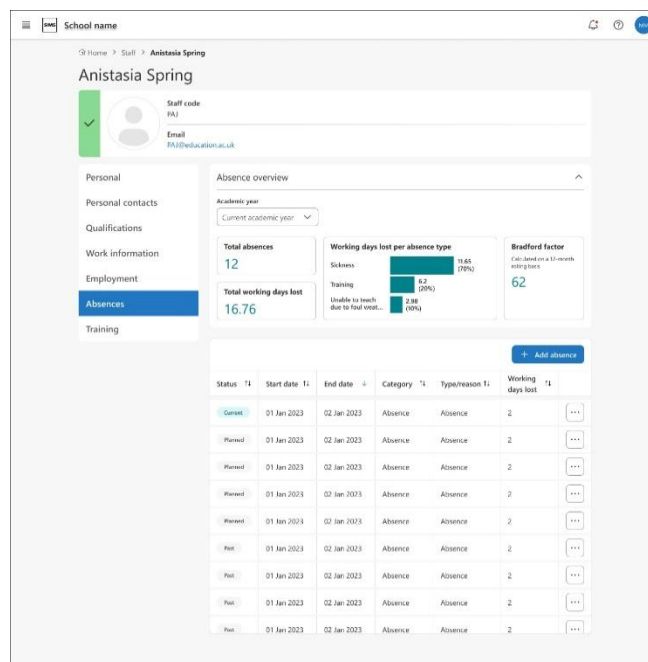
Section	Subsection	Errors	Queries
School characteristics	School identifiers	0	0
Pupil characteristics	Pupils On-roll	4011	6
Pupil characteristics	Home addresses	63	31
Pupil characteristics	Pupils Off-roll	5	25
Special circumstances	Free school meal eligibility	0	51
Special circumstances	Service children	0	0
Special circumstances	Learner support	0	0
Special circumstances	PLAA	0	0
Meals	Funding and Monitoring	0	0

[Close](#)

Staff Absences

SIMS Staff Absence helps you to monitor all absence records across the school in one place. In addition, you can create, edit and view all open, planned or future staff absences centrally, giving you all key information at the forefront. Internal unavailability and staff absence can be recorded in SIMS together with the reasons for absence.

SIMS will also perform an automated calculation to show the working days lost and reference working patterns. An alerts dialogue and flags are provided when defined absence thresholds are reached. An absence-cover link removes entry duplication and ensures absence cover. This function demonstrates enhancement via wider MIS data use, such as referencing staff timetables while an automated listing of staff is available to provide cover.



Timetable Management

SIMS / Nova-T Timetabling creates, stores and prints timetables for staff, students and rooms, taking account of staffing, rooming and resource constraints. Students are assigned to sets and subject options, and all timetables can be viewed, exported or printed for curriculum and pastoral use across secondary

The system supports fully bespoke timetables, including alternative curricula, disapplied subjects, part-time or split provision, and complex cases such as students attending classes outside their year group.

Courses can be added or removed flexibly, with automatic generation for post-16 and census requirements. Options choices shape the curriculum, allowing removal of unpopular subjects or creation of extra classes where demand is high.

Nova-T stores historical and future timetable models and supports multiple structures with varied subjects, cycles, group sizes and staffing. Non-class codes cover duties and special access needs. Completed models can be activated in SIMS for chosen date ranges.

Exam and invigilation needs overlay the timetable, enabling re-rooming and staff notifications. Temporary room changes and alternative day structures (e.g., collapsed days, PSHE, extracurricular) are supported. Schools can also create alternative curricula for small groups or special events.

Room or staff changes can be applied instantly for any date range without rebuilding the main timetable.

Timetables for the next academic year can be created early, allowing pre-admission and current students to be assigned before term begins.

Timetables can be viewed online or printed individually or in bulk, including whole-school, staff, student, class, year group, free rooms/staff, and daily summaries. Student timetables are also available via browser and mobile app.

The system analyses room clashes, teacher/student conflicts, option choice issues and resource constraints. Reports highlight unmet curriculum preferences, required staffing, room usage, class sizes and cover impacts. Exam schedules and affected classes are also reported.

Schools can drop in alternative timetables for exam periods, revision sessions or early curriculum starts for younger students.

Public exams automatically appear on student timetables. After seating is arranged, updates to times, rooms and seats are applied automatically and shared with students and parents.

Short-term timetable changes—one-off or over a set period—are reflected directly on the student's timetable.

User Defined Fields

SIMS provides extensive user-defined field (UDF) functionality, allowing schools to capture custom data beyond standard fields. Schools can create their own fields without supplier involvement and apply them to students, contacts, applicants, SEND / ALN records, employees and prospective pupils. These fields sit within existing data panels, extending the system to meet local information needs.

A wide range of field types is available, including text, dates, numbers, decimals, currency, true/false options and lookup lists, enabling schools to record almost any data required. There is no limit to the number of UDFs, and lookup values can be added or edited by school staff at any time, supporting quick updates.

Schools use UDFs for tasks such as recording locker numbers, pick-up passwords, medical or dietary details, transport arrangements, club memberships and pastoral categories. Staff UDFs track parking allocations, qualifications, mentoring links and development preferences.

Users with permissions can configure UDFs by setting the field name, type, record type and lookup values. Fields can be mandatory, include help text and be visible only to relevant roles. UDFs appear alongside standard fields, with validation and mandatory rules ensuring consistent data quality.

SIMS supports bulk import of UDF data from CSV or Excel, simplifying population of custom fields and migration of historical information. UDFs integrate fully with reporting, filtering, analysis and mail merge. They can also be included in data exports for third-party system integration.

Schools can update UDF names, help text and lookup values as needs evolve, retire obsolete fields and maintain historical data. UDFs reduce reliance on spreadsheets, support local operational needs, and extend system capability without extra licensing or development costs. They allow rapid adaptation to new requirements, future-proof data collection, reduce training demands and improve data quality through standardised lookup values.

Overall, UDFs enable schools and school groups to capture unlimited custom data, adapt quickly, integrate custom fields into workflows and maintain high-quality, cost-effective, future-proof data management and reporting tailored to local needs.

Integrations

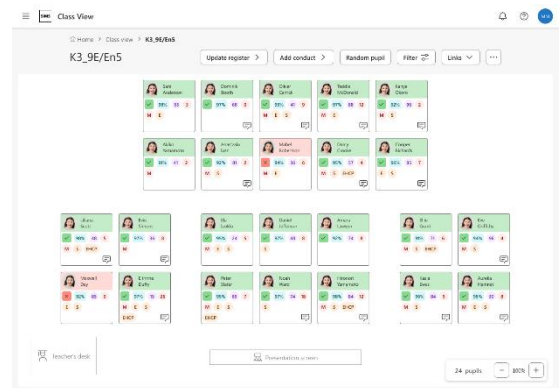
SIMS third party integrations, include Power BI and APIs. As required, these integrations, enhance the SIMS MIS functionality and versatility and operate as part of a cohesive digital system. SIMS third-party integrations streamline workflows, reduce the need for manual data entry, and support automated processes to improve operational efficiency.

SIMS has a dedicated Technical partnership team who work with hundreds of third-party solutions to enable them to integrate with SIMS. There are several recognised methods that third parties may choose to use in their integration.

1. Direct Integration with SIMS APIs - A third party may choose to integrate directly with SIMS APIs for both one-way and two-way integration. For example, a third party product such as visitor management specialists EntrySign reads and writes data from and to SIMS through direct integration.
2. Partner Aggregator – As an alternative, a third-party solution may choose to use one of our partner data aggregators such as WONDE, Groupcall Xporter and Salamander to access SIMS data.
3. Export Data Routines and Reports - A third option used by Third Party solution is to use export data routines and reports from SIMS as a tool for creating the integration. This can include using CSV, XML and CTF files. These integrations allow for real-time data sharing.

Also available to buy separately: [Class View Classroom Management](#) and [SIMS Group Hub](#)

Please see our Engage package for further information on our all in one interactive Class View Classroom Management tool.



Please see our [Add On pricing for Group Hub](#)

SIMS Group Hub is a centralised management platform for MATs and school groups to access, manage, analyse and drill into data across all schools in their trust, providing robust operational control.

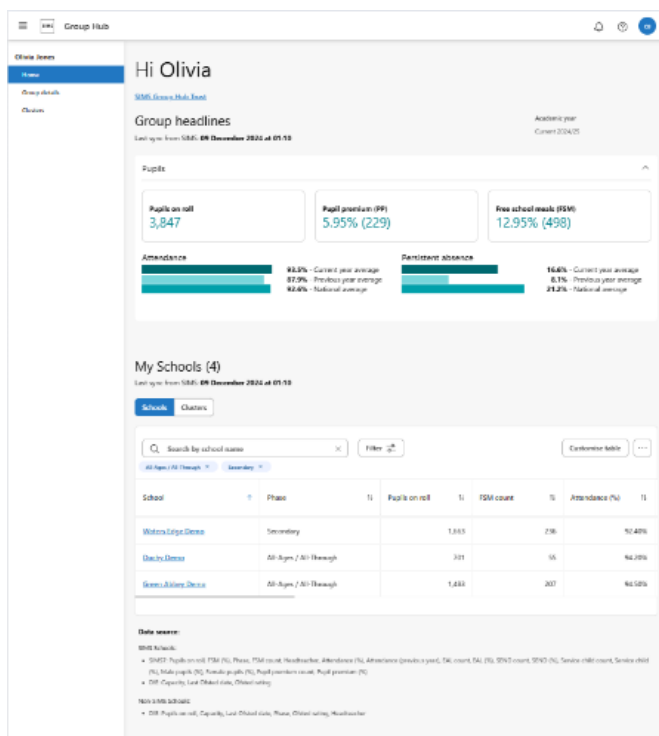
Group Hub brings all your school data, staff insights, and trust-wide operations into one central place - helping you drive consistency, reduce workload, and unlock better outcomes across every school in your care.

Centralised reporting reduces duplicate work by enabling Trust-level creation and dissemination of templates. Schools can adapt these locally while retaining core definitions, improving data accuracy and freeing time for analytic tasks rather than manual data collation.

Features include:

- Centralised access – log into every school with a single login and drill into full school-level detail
- Interactive homepage - see group-level headlines at a glance and performance against key KPIs
- Centralised management - create MAT-level accounts, assign roles, and link users to schools

- Clusters - group schools into sub-groups or 'clusters' to support analysis and progress
- Pupil profiles – enabling easy searches for pupils across your trust, and a drill down into the full pupil profile within the individual school's MIS
- Staff profiles - enabling easy searches for staff across your trust, and a drill down into the full staff profile within the individual school's MIS
- Settings & lookups management - centralising settings and pushing them to schools or cluster groups within the trust, improving data accuracy, ensuring consistency across every site and making trust-wide management more efficient.
- Census overview – a centralised view of the status of all census returns within your group
- Single central record – a centralised view and permissions based editing of all single central records within your group
- Policy Management – the ability to set and 'push down' centralised policies, e.g. for assessment or conduct, for your school group or clusters within that group



SIMS Group Hub reduces duplication and supports Trust-level analytics. By streamlining reporting, enabling multi-level insights, and automating updates, the system helps SIMS help Trusts make faster, evidence-based decisions and improve operational efficiency — all using existing embedded functionality without disruptive migrations.

ParentPay Group IT operations

- ParentPay Group operations and infrastructure is fully resilient and prepared to handle a comprehensive set of serious failures. These are exercised regularly through various mechanisms
- All critical systems are replicated between data centres and backups are encrypted and replicated to cloud storage in our UK Data Centres
- Our RTO for all unscheduled service outages is 4 hours and RPO is near real-time
- Office locations have redundant internet connectivity to ensure continued service for telephony and SaaS systems used for the delivery of the service

- Telephony and Support systems are cloud based and are resilient to failure, with Disaster Recovery capability
- ParentPay Group operates a secondary datacentre for use in a disaster scenario
- All staff within ParentPay Group are able to work from any location, with all systems enabled for remote access. This ensures that all functions of the company can operate without the risk of a physical location being lost

Onboarding support

- We have 15 years of experience, rolling out multi-site projects across the UK
- Our Project team work to Prince2 methodologies
- Schools are supported by our Onboarding team, who will manage their site configuration and training programme
- We offer training for the MAT/local authority, to ensure they understand how to support their schools and use the central administration tools and processes

Offboarding support

Schools wishing to end their ParentPay Group contract should contact our Support Desk. We will then agree a suitable end date for the school. Our support team will then guide the school through the close down process.

Service constraints

n/a

Customisation

SIMS offers rich configuration and customisation enabling schools to tailor SIMS to meet their needs. For example, schools can create User Defined Fields (UDFs) to capture additional data. Conduct has a fully configurable framework that supports schools in implementing their unique behaviour policies. Reports can be configured and customised to meet the unique requirements of schools, LAs and MATs. Schools can tailor assessment models to meet local and national requirements.

We also collect feedback from customers via surveys, interviews, workshops, our SIMS Your Say panel and our ideas portal. These are continuously reviewed and drive product enhancements and the future roadmap.

Service availability

Service availability target is 99.5% for all applications and services. SIMS achieved an uptime of 99.95% in 2025. Service availability is provided as per service levels defined in the Customer Service Agreement. This is 24/7/365, with documented maintenance windows agreed with the customer. These maintenance windows take place outside of normal school hours. System availability is monitored and reported on a monthly basis and can be reported to the customer as required.

Support

Our service desk operates from our Chelmsford office between 08:00 and 17:30, Monday to Friday, excluding UK bank holidays and the three working days between Christmas and New Year. The desk also opens from 07:00 on critical dates such as statutory returns and exam results download days and remains operational during school holidays to ensure uninterrupted support.

We provide omnichannel support for queries via our robust knowledge base of help articles. Any queries that can't be answered can be raised easily via email, telephone, online forms and in-app web chat.

The Service Desk operates within a clear case grading structure to ensure issues are escalated appropriately. Urgent issues are targeted for resolution within two hours, with a target of 75% within one hour.

Target response timetable

Priority		Contact method	SLA Response time (business hours)	Resolution time (business hours)	
1	Critical - Entire system failure impacting all users	Phone	30 seconds	75% within 60 minutes	90% within 120 minutes
		Portal/Email	Immediate escalation and Analyst response within 20 minutes		
2	High - Key system failure with no workaround, impacting some users or one part of the system	Phone	30 seconds	75% within 120 minutes	90% within 6 Hours
		Portal/Email	Analyst response - 20 minutes		
3	Medium - An issue causing impact, but a workaround is available or only some users/records affected	Phone	30 seconds	50% within 2 hours	90% within 8 hours
		Portal/Email	Analyst response within 2 hours		
4	Low - System usage assistance/guidance is required	Phone	30 seconds	50% within 6 hours	90% within 8 hours
		Portal/Email	Analyst response within 6 hours		

After sales support

There are several options available to users seeking support. These include:

- Users can log a service request/technical fault/service failure by phone or email via the service desk during operating hours, or through our online Customer Portal 24/7/365.
- All users will have access to our online knowledge base for like “How do I?” type questions. This includes technical details of our systems, FAQs, details of version updates and a portal to submit and manage ticket requests. The portal enables customers to self-serve by providing access to a centralised knowledge base and resource hub containing articles with solutions to common issues, news alerts and other resources.
- Users can seek functionality advice within the product. On the homepage under SIMS Next Gen updates, “What’s new” videos, and links to What's New in SIMS Next Gen for the latest release updates, keeping our users continuously up to date. This is also available through modules/sub-menus where in-context learning videos can be accessed by clicking the Help icon, for relevant guidance right when users need it:

- We provide named Account Managers for all our SIMS customers. Our Account Managers manage the process of regular business review meetings to ensure customers are getting the most out of their investment in SIMS, assessing operational performance, ensuring our accountability, transparency and responsiveness to customer's changing needs.

Technical requirements

SIMS is a native cloud application and as such there are no requirements to install or support SIMS on premise. SIMS is device agnostic and compatible with Android, iOS, MacOS, ChromeOS, Windows, or other, with HTML 5 browser support including Edge, Firefox, Chrome and Safari.

Maintenance management

Upgrade management and the application of patches and updates is wholly owned by ParentPay Group. We regularly add new functionality to SIMS via upgrades over night to benefit users and we no longer need individual client devices to be patched. All except for urgent updates are applied out of working hours, such as overnight or on a weekend. We programme planned maintenance in advance and publish notifications of planned maintenance and major feature upgrades to customers via the Customer Support Portal, via email and via in application notifications.

System monitoring

Systems are monitored 24/7/365 and dependant on the severity of an incident and user type, customers are informed via email, the Customer Support Portal or within the application.

Hosting locations

SIMS MIS platforms are hosted within the UK and the EEA. Non-EEA processing may include support escalations, which require non-EEA development teams to access data remotely. Personal data may be processed outside of the EEA only with the necessary safeguards and compliance requirements, in full adherence with data protection law.

Security

ParentPay Group (PPG) has invested significantly in technology and specialist teams to monitor and maintain our security posture. PPG is committed to cyber innovation and a member of the Cyber Security Information Sharing Partnership (CISP). We monitor cyber health by leveraging Open-Source Intelligence (OSINT) via an independent third-party specialist, Black Kite.

When measured against industry peers, we are one of the only cybersecurity A-rated education suppliers in the industry. Our dedicated security function provides:

- A security team of 12 experienced cyber and data protection professionals focused entirely on protecting your data.
- 24/7 monitoring across our entire enterprise, by a world leading Security Operations Centre team and global industry specialists.
- A full suite of critical certifications for security and compliance (see 'Compliance and Assurance', below.)

PPG employs a robust cybersecurity framework to protect data from cyber threats, including phishing, breaches, ransomware, Distributed Denial of Service (DDOS), and unauthorised access.



[Book a demonstration](#)

We'd love to show you what's new with SIMS.

Please [contact us](#) to arrange a demonstration with one of our product experts.